**DECLARATION AND POWER OF ATTORNEY FOR PATENT APPLICATION**

As the below named inventor, I hereby declare that:

My residence, post office address and citizenship is as stated below next to my name;

I believe that I am the original, first and sole inventor (if only one name is listed below) or an original, first and joint inventor (if plural names are listed below) of the subject matter which is claimed and for which a patent is sought on the invention entitled:

**SYSTEM AND METHOD OF INTELLIGENT CALL ROUTING FOR CROSS SELL OFFER
SELECTION BASED ON OPTIMIZATION PARAMETERS OR ACCOUNT-LEVEL DATA**

the specification of which: ☐ is attached hereto.
☒ was filed on: March 15, 2004
as United States Application No.: 10/799,712
or PCT International Application No.: _____
and was amended on: _____ (if applicable).

I hereby state that I have reviewed and understand the contents of the above-identified specification, including the claims, as amended by any amendment specifically referred to above.

I acknowledge the duty to disclose information which is material to patentability as defined in 37 C.F.R. § 1.56.

And I hereby authorize and request our agents, Hunton & Williams LLP, whose address is set forth below, to insert above, if necessary, the filing date and application number of said application when known.

Prior Foreign Application(s)

I hereby claim foreign priority benefits under 35 U.S.C. §§ 119(a)-(d) or (f), or § 365(b) of any foreign application(s) for patent, inventor's or plant breeder's rights certificate(s), or § 365(a) of any PCT international application which designated at least one country other than the United States of America, listed below and have also identified below by checking the box, any foreign application(s) for patent, inventor's or plant breeder's rights certificate(s), or any PCT international application having a filing date before that of the application on which priority is claimed:

Application Number	Country	Date of Filing (day, month, year)	Date of Issue (day, month, year)	Priority Claimed	
N/A				Yes <input type="checkbox"/>	No <input type="checkbox"/>
				Yes <input type="checkbox"/>	No <input type="checkbox"/>

Prior Provisional Application(s)

I hereby claim the benefit under 35 U.S.C. § 119(e) of any United States provisional application(s) listed below:

Application Number	Date of Filing (day, month, year)

Prior United States Application(s)

I hereby claim the benefit under 35 U.S.C. § 120 of any United States application(s), or § 365(c) of any PCT international application designating the United States of America, listed below and, insofar as the subject matter of each of the claims of this application is not disclosed in the prior United States application in the manner provided by the first paragraph of 35 U.S.C. § 112, I acknowledge the duty to disclose material information as defined in 37 C.F.R. § 1.56(a) which occurred between the filing date of the prior application and the national or PCT international filing date of this application:

Application Number	Date of Filing (day, month, year)	Status - Patented, Pending, Abandoned
10/286,767	4 November 2002	Pending
09/349,960	9 July 1999	Patented

And I hereby appoint, both jointly and severally, with full power of substitution and revocation, to prosecute this application and to transact all business in the Patent and Trademark Office connected herewith the Hunton & Williams LLP attorneys and agents associated with **CUSTOMER NUMBER 21967**.

All correspondence and telephone communications should be addressed to:

CUSTOMER NUMBER

21967

corresponding to the law firm of Hunton & Williams LLP; Intellectual Property Department; 1900 K Street, N.W.; Suite 1200; Washington, DC 20006-1109; telephone number (202) 955-1500; facsimile number (202) 778-2201.

I hereby declare that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine and imprisonment, or both, under 18 U.S.C. § 1001, and that such

willful false statements may jeopardize the validity of the application or any patent issuing thereon.

**NAME OF SOLE OR FIRST
INVENTOR:**

☐ A petition has been filed for this unsigned inventor

Signature



Date

4/13/2008

Given Name

(first and middle (if any))

Lizhi

Family Name

or Surname

MA

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P.R. China

Residence:

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Three Christina Center

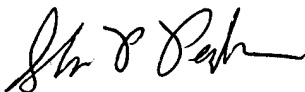
Wilmington, DE 19801

NAME OF SECOND INVENTOR:



A petition has been filed for this unsigned inventor

Signature



Date *April 13, 2004*

Given Name

(first and middle (if any))

Shane P.

Family Name

or Surname

PEDERSON

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NAME OF THIRD INVENTOR:

☐

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Date

6/15/2004

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Family Name

or Surname

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NAME OF FOURTH INVENTOR:

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Signature



Date 04/13/2004

Given Name

(first and middle (if any))

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Family Name
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Citizenship:

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Residence:

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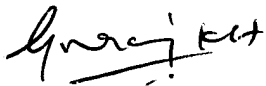
Three Christina Center

Wilmington, DE 19801

NAME OF FIFTH INVENTOR:

☐ A petition has been filed for this unsigned inventor

Signature



Date 4/14/04

Given Name

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Family Name

or Surname

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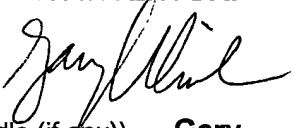
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Wilmington, DE 19801

NAME OF SIXTH INVENTOR:

☐ A petition has been filed for this unsigned inventor

Signature



Date

4/13/2004

Given Name

(first and middle (if any))

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Family Name
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NAME OF SEVENTH INVENTOR:

☐ A petition has been filed for this unsigned inventor

Signature



Date 5/18/04

Given Name

(first and middle (if any))

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Family Name

or Surname

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NAME OF EIGHTH INVENTOR:

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Date 4-19-04

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Family Name

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